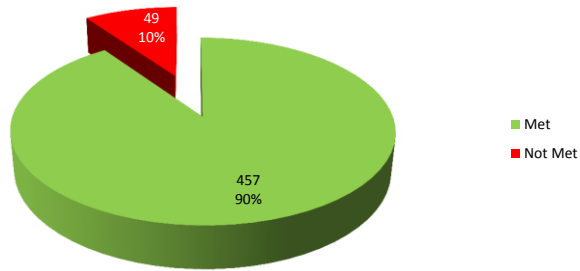
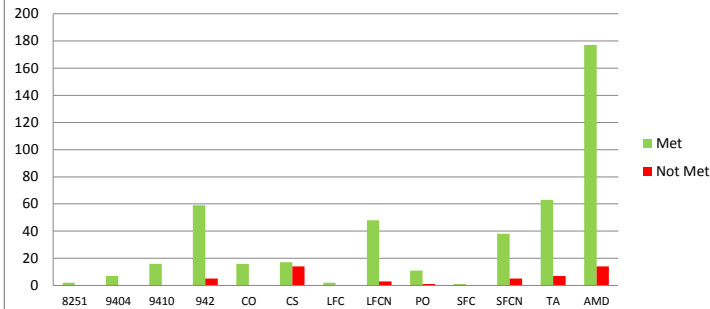


Q1 FY 18-19 Procurement Service Standard Reporting

How often did we meet / not meet the Service Standards?

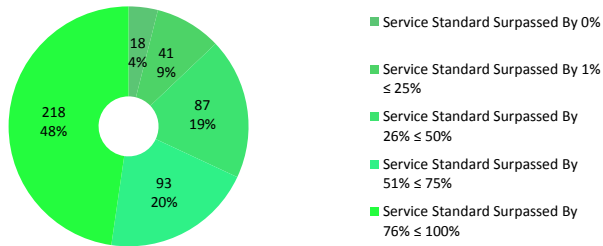


How often did we meet the Service Standards by Order Type¹ ?

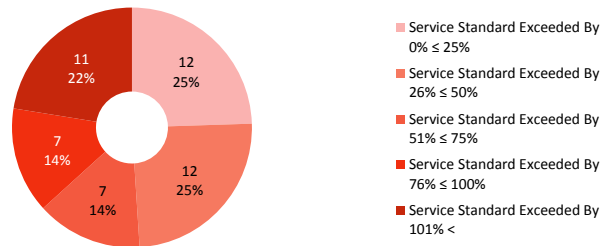


	English
8251	THS
9404	PSPC Tool (SA - Competitive)
9410	PSPC Tool (SA - Non Competitive)
942	Call-Up
CO	Confirming Order
CS	Commissionaire Services
LFC	Long Form - Bid Acceptance
LFCN	Long Form - Direct Negotiation
PO	Purchase Order
SFC	Short Form - Bid Acceptance
SFCN	Short Form - Direct Negotiation
TA	Task Authorization
AMD	Amendments

When we met...by how much?



When we did not meet...by how much?



NOTES:

¹ See next page for a description/translation of Order Type codes

This is not a report on workload as it does not include work associated with the following contracting activities: non-financial amendments, outline agreements, coding changes or movement of money

We do not report on performance against service standards for requirements at SSC and PSPC.

[Published Service Standards are available on iService](#)